

In the Claims:

Please amend the claims as follows:

1. (Currently Amended) A method for evaluating ~~real-time~~ compliance with a service-level agreement, said method comprising the steps of:
- ~~defining classes of back-end servers;~~
 - defining classes of service for at least one of host system, user, URL, hosted site, transaction, content and file type;
 - defining a set of parameters to be measured for each of said classes ~~of back-end servers;~~
 - defining acceptance levels for each parameter in said set of parameters;
 - collecting real-time information related to measurement of said parameters; and
 - comparing said acceptance levels to said real-time information; ~~and~~
 - ~~generating a report.~~
2. (Currently Amended) The method of claim 1 in which said step of defining further includes the steps of:
- providing a format in which a set of servers will provide information to be measured; and
 - implementing a means for collecting said information.
3. (Original) The method of claim 1 in which said step of defining acceptance levels comprises the step of generating a database entry for each service commitment element of a service-level agreement.
4. (Currently Amended) The method of claim 1 in which the set of parameters to be measured is selected from the set consisting of: records of performance, ~~transactions~~, and errors, client IP address, username, date, time, service, server name, server IP address, processing time, bytes sent, bytes received, service status, operation, target URL, User Agent, referrer parameters, SMserver, Smvirtual site, and cookie.

5. (Previously Added) The method of claim 1 wherein the real-time information collected further includes information selected from the group consisting of: assigned disk space, what the user can access, how the user's request is fulfilled within the system or web farm, user's subscribed level of service or class, transaction, number of requests, download size, file size, file type, time of day, week or month, response time of the back end servers, response time of the web farm, and how long it takes to complete a specified request or file.

6. (Currently Amended) An apparatus for evaluating real-time compliance with a service-level agreement comprising:

at least one ~~class of~~ back-end servers and a reporter;

a network connecting said at least one ~~class of~~ back-end servers and said reporter;

a collection processor measuring and periodically collecting a set of defined parameters for ~~each of~~ said at least one ~~class of~~ back-end server[s];

a set of acceptance levels ~~corresponding to~~ for said collected parameters wherein said acceptance levels depend on at least one of a class of service for at least one of host system, URL, hosted site, transaction, content, file type and user;

a monitoring processor determining which of said collected parameters exceed a corresponding acceptance level; and

a reporting process that produces a report the results of said monitoring processor.

7. (Currently Amended) The apparatus of claim 6 in which the collection processor further comprises:

an intelligent agent deployed on each of said back-end servers monitoring a set of defined parameters and logging them into respective log files;

a scheduler triggering said reporter to begin collection of log files from a list of back-end servers;

an accumulator requesting log files from the intelligent agent of each listed back-end server and consolidating the log files into a database; and

an interface mechanism between said accumulator and each intelligent agent, said interface mechanism ensuring that each requested log file is completely transferred to the accumulator prior to starting consolidation.

8. (Currently Amended) The apparatus of claim 7 wherein each of said intelligent agents further keeps track of which portions of said log files have been transferred.

9. (Currently Amended) A method for implementing management of a service level agreement monitoring system for a set of back-end servers in a web farm comprising the steps of:

~~defining classes of back-end servers;~~

~~defining classes of service parameters according to a hierarchy of service levels;~~

~~selecting a set of service parameters to be monitored for each of said classes of back-end servers;~~

~~selecting at least one class of service parameters to be monitored;~~

~~creating a database of said set of monitored service parameters; and~~

preparing reports and/or alarms according to ~~the defined classes and~~ said selected at least one class of service parameters.

10. (Currently Amended) The method of claim 9 further including the step of providing a graphical user interface for performing at least one of ~~defining the classes of back-end servers,~~ selecting the set class of service parameters to be monitored, ~~selecting which back-end servers will be in each defined class,~~ defining thresholds of service-level commitments for at least some of said service parameters, defining alarm trigger events, scheduling monitoring and reporting functions, and determining reporting formats.

11. (Previously Added) The method of claim 10 wherein said step of preparing reports and/or alarms is further based on thresholds, schedules, and formats defined by the graphical user interface.

12. (Currently Amended) The method of claim 9 in which said ~~set of~~ service parameters to be monitored is are selected from the set consisting of: records of performance, transactions, and errors, client IP address, username, date, time, service, server name, server IP address, processing time, bytes sent, bytes received, service status, operation, target URL, User Agent, referrer parameters, SMserver, Smvirtual site, and cookie.

13. (Currently Amended) The method of claim 9 wherein said database of monitored parameters further includes information selected from the group consisting of: [,] the assigned disk space, what the user can access, how the user's request is fulfilled within the system or web farm, user's subscribed level of service or class, transaction, number of requests, download size, file size, file type, time of day, week or month, response time of the back end servers, response time of the web farm, and how long it takes to complete a specified request or file.

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14. (Currently Amended) The method of claim 9 in which said set classes of service level commitments ~~includes metrics defined according to a defined class of service selected from a plurality of defined classes of service according to a type of class~~ parameters are selected from a set comprising according to user class, host class, and virtual site class.

end
15. (Currently Amended) The method of claim 9 wherein the step of defining classes ~~of back-end servers involves defining classes~~ is based on one of users, URLs and virtual sites.

16. (Currently Amended) The method of claim 10 wherein the step of defining classes ~~of back-end servers involves defining classes~~ is based on one of users, URLs and virtual sites.